

Chapter-26

The Reception Desk and you

Worksheet

- 1) According to you what qualities should a good receptionist have.
- 2) How according to you should a receptionist behave and dress?



- 3) Complete the following dialogues in your own words.

Caller: Hello. This is..... May I speak to Ms.Susan, please.

Receptionist: Hold the line a moment, I'll check if she is in her office.

Caller: Thank you.

Receptionist: Yes,..... is in. I'll.....

Caller: Hello, this is Ms.Susan. How can I help you?

Caller: Hello, my name....., and I'm calling to inquire about.....

Receptionist : Yes,..... Could I have your name and number, please?

Caller: Certainly, My name is

- 4) Complete the following dialogues in your own words.

- **Caller :** Hello. Could I speak to, please?

- **Receptionist:** Who's calling, please?

- **Caller:** This is..... I'm a friend of.....

- **Receptionist:** Hold the line, please. I'll put your call through. I'm afraid.....
Can I take a message?

- **Caller:** Yes. Can you ask him to give me a call? My number is.....

- **Receptionist:** Could you repeat that, please?

- **Caller:** Certainly. That's..... **Receptionist:** OK. I'll make sure
.....gets your message.

- **Caller:** Thank you. Goodbye.

- **Receptionist:** Goodbye.

- 5) Complete the following dialogues in your own words.
Making a Doctor's Appointment

- **Caller 1:** Dr.office. How may I help you?
- **Caller 2:** I'd like to make an appointment to see the doctor.
- **Caller 1:** Certainly,.....?
- **Caller 2:** Yes, I'm not feeling very well.
- **Caller 1:** Do you have a fever or any other symptoms?
- **Caller 2:** Yes,.....
- **Caller 1:** OK,..... Can you come in the morning?
- **Caller 2:** Yes, tomorrow morning is fine.
- **Caller 1:** How about.....?
- **Caller 2:** Yes,is fine.
- **Caller 1:** May have your name?
- **Caller 2:** Yes,.....
- **Caller 1:** Have you seen.....?
- **Caller 2:** Yes,.....
- **Caller 1:** I've scheduled fortomorrow morning.
- **Caller 2:** Thank you.

6) Complete the following dialogues in your own words.

Telephoning the School About Your Child

- **Caller 1:** Good morning,..... How may I help you?
- **Caller 2:** Good morning, this is....., I'm calling for my daughter,She's not feeling well today.
- **Caller 1:** I'm sorry to hear that. I hope it's not too bad.
- **Caller 2:** No, no she has..... **Caller 1:** Well, I hope she feels well soon.
- **Caller 2:** Thank you. Do you think I could get her homework for today?
- **Caller 1:** Is.....?
- **Caller 2:** I'm especially concerned about.....
- **Caller 1:** OK, is it all rightThey can then send the homework along later today.
- **Caller 2:** That would be great. Do you have my e-mail on file?
- **Caller 1:** Just a moment... We have
- **Caller 2:** Yes, that is correct.
- **Caller 1:** OK, I'll makeget your message and email.
- **Caller 2:** Thank you very much.
- **Caller 1:** I hopefeels well soon.
- **Caller 2:** She should be fine..... Thanks for your help.
- **Caller 1:** My pleasure,.....
- **Caller 2:** Thank you.....
- **Caller 1:** Goodbye.

7) How Receptionists should Answer the phone? Explain any 5 skills and tools for Success.

8) The following sentences are used to greet people on a call. Read the following sentences and try to use them in your daily life.

Greet/Salutations	Good morning/Good afternoon/ Hello
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Identify company	Bell Company
Offer Help	May I help you?/ How can I help you?

9) The following sentences are used to request information on a call. Read the following sentences and try to use them in your daily life.

Could you give me some information about...
Could you tell me...
I'd like some information on – about....

10) Imagine you have to book a room in a hotel for 2 days and a night. Write a conversation between you and the receptionist /manager in the hotel.